



**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

**NOTICE TO HEALTH PLAN MEMBER WHO MAY NO LONGER ENROLL (EXCLUDED) AND WILL NOW BE NC MEDICAID DIRECT**  
**NC Medicaid 20220216 v1.0**

Patricia A. Jones  
 1234 Any Main Street  
 Raleigh, NC 27603-1000

February 1, 2022

Dear Patricia A. Jones:

**You are now in NC Medicaid Direct**

The people below will get health care services through NC Medicaid Direct starting on the date listed. Due to this change, you cannot choose a health plan. This change is because [\[reason\]](#).

Name / ID Number	Health care option / Start date
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct <b>February 1, 2022</b>

**What happens next?**

You will get a new ID card and details in the mail. Use the health plan you are in now until your NC Medicaid Direct starts. If you need to visit a doctor before you get your new ID card, bring this letter with you to your visit.

**What may change?**

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose a health plan. To learn more about NC Medicaid Direct, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the “chat” tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 5 p.m., Monday through Saturday. You may need your Medicaid ID number when you call or go to the website.

Thank you,  
NC Medicaid Team

SAMPLE